Finance Department Six Month Check-In

City of New Orleans

November 7, 2018

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I. BRASS ERP

I. BRASS ERP
Status Quo

- Continue our efforts to upgrade the Financial Systems.
    - Currently, there are three primary financial systems
    - Revenue based systems lack integration
    - Financial information is often three months delayed
    - Alternative methods are used to capture and track data that is vital to departments

I. BRASS ERP
Scope

- Implementation of an ERP system to provide a unified solution for financial management, procurement, and analytics that support the full cycle of finance, from budgeting and forecasting, through the management of grants, projects and activities, to the reporting of results

I. BRASS ERP
Improvement/Why It Matters

- Deliver a facility to create and manage proposed revenue and expenditures in a variety of methodologies for improved budgeting

- Consolidated, fully integrated, procurement and financial system

- Create a better facility to manage collection efforts, support event specific costs and manage grant specific revenues and expenditures

- Provide a facility for online posting, management and vendor response for all types of competitive solicitations for more transparency

- Arrange support for a variety of vendor payment methods and management of payment discounts

II. iasWorld Property Tax System by TylerTechnologies

II. iasWorld Property Tax Project
Status Quo

- Customer's perspective, can view and pay tax bills on-line (currently can pay all or nothing)

- Taxpayer refunds can take up to three months

- Tax authorities and other agency distributions are delayed when payment errors can only be detected by experienced employees

II. iasWorld Property Tax Project
Scope

- CNO has engaged vendor Tyler Technologies to implement the iasWorld Property Tax Bill System. The product will be integrated into the systems of the City of New Orleans to improve the business processes and increase efficiencies for property tax billing, collections and disbursements. This product will replace currently used and obsolete A/R system.

II. iasWorld Property Tax Project
Improvement/Why It Matters

- Implementation is set for July 1

- Integration with the BRASS (ERP) system

- Increases employee productivity by
  – Perform more analysis on tax payers records
  – Removing silo work functions

- Increases accuracy for billing and distributions

- Reduce compliance gaps by decreasing the amount of time used for audits

- Tax payers will be able to view records online more readily

III. Discovery Program

III. (Discovery Program)
Status Quo

- The normal collections of the City's tax revenues are conducted through a mailing operation with very little or manual secondary collection activity.

III. Discovery Program
Scope

- Create a collaborative revenue roadmap that combine investigative techniques with business intelligence, analytic tools and technology that is designed to increase compliance with current and future tax payments.

III. Discovery Program
Improvement/Why It Matters

- Change the collection strategy from a manual process to an expanded program to improve compliance and increase the tax base.
    - Use multiple systems to discover violators
    - Compliance Auditing — Identify and address patterns of noncompliance
    - Data & Analytics — Ability to use multiple city systems to locate potential opportunities

IV. Franchise Compliance Audit

IV. Franchise Compliance Audit
Status Quo

- Prior to the initiation of the project, the city had no audit program that aggressively pursued organizations who were using the public rights-of-way without a franchise agreement. As a result, very little fees were collected from the companies that laid, place or deployed any cable or wire on public property.

V. Franchise Compliance Audit
Scope

- The City of New Orleans, Bureau of Accounting is conducting a franchise compliance audit to ensure all telecommunication companies/organizations utilizing the public rights-of-way have valid franchise agreements, bond certificates, acquisition documents, updated site maps, and have satisfied all franchise fees to date.

V. Franchise Compliance Audit
Improvement/Why It Matters

- The City has made contact with appropriate businesses and is now collecting fees

- Records are being updated to maintain a current list for future use

- Processes are established to ensure annual collection